

BENEFICIARY AND PROVIDER SERVICES

SECTION	SUBJECT
1	MARKETING ACTIVITIES REQUIREMENTS
	1.0. Marketing Program Requirements
	2.0. Approval Of Marketing Materials
	3.0. Roles Of The Lead Agents And The MTF Commanders In Developing Marketing Materials
2	BENEFICIARY EDUCATION
	1.0. Approval Of Beneficiary Education Materials
	2.0. Beneficiary Education Materials
	3.0. TMA-Required Meetings
	4.0. Beneficiary Surveys
3	TRICARE SERVICE CENTERS
	1.0. Location And Operations
	2.0. TRICARE Service Center Functions
4	BENEFICIARY, CONGRESSIONAL, AND HEALTH BENEFIT ADVISOR RELATIONS
	1.0. General
	2.0. Beneficiary Relations
	3.0. Congressional And HBA Relations
	4.0. Special HBA Meetings
5	PROVIDER RELATIONS
	1.0. General
	2.0. Provider Relations Requirements
	3.0. Reporting Requirements
6	INQUIRY SERVICES DEPARTMENT - GENERAL
	1.0. Objective Of An Inquiry Service Department
	2.0. Written Inquiries
	3.0. Telephones
	4.0. Walk-In Inquiries
	5.0. Training Of Service Representatives
7	CORRESPONDENCE CONTROL, PROCESSING AND APPRAISAL
	1.0. General
	2.0. Control
	3.0. Categories Of Correspondence
	4.0. Routine Correspondence
	5.0. Priority Correspondence
	6.0. Correspondence Completion And Quality Control
	7.0. Required Reports

SECTION SUBJECT

- 8 TELEPHONE INQUIRIES**
 - 1.0. Telephone System
 - 2.0. Responsiveness
 - 3.0. Requirements
 - 4.0. Reports
 - 5.0. Telephone Appraisal System
- 9 ALLOWABLE CHARGE REVIEWS (INCLUDES DRGs)**
 - 1.0. General
 - 2.0. Allowable Charge Review Criteria
 - 3.0. Excess Charges Billed In Participating Provider Claim Cases
 - 4.0. CHAMPUS Maximum Allowable Charge System
 - 5.0. DRG Reviews
- 10 GRIEVANCES AND GRIEVANCE PROCESSING**
 - 1.0. Grievance Processing Jurisdiction
 - 2.0. Grievances And Grievance Processing
- 11 COLLECTION ACTIONS AGAINST BENEFICIARIES**
 - 1.0. General
 - 2.0. Debt Collection Assistance Program Intervention Actions
 - 3.0. Responsibilities
 - 4.0. Military Personnel Offices
 - 5.0. TMA (Office Of Collection Claims Evaluation)
 - 6.0. MCSC

ADDENDUM A - TRICARE LOGO